

**Strategic National Stockpile  
Point of Dispensing Site  
Standard Operating Guidelines**



**RECORD OF CHANGES**  
**Strategic National Stockpile**  
**Point of Dispensing Site**

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# STRATEGIC NATIONAL STOCKPILE

## POINT OF DISPENSING SITE

### I. INTRODUCTION

In the event of a natural or man-made epidemic, the University of Texas at Arlington (UT Arlington) will establish and operate a closed Point of Dispensing (POD) intended to serve the UT Arlington community (students, faculty, staff and their respective family members) only. The primary purpose of a closed POD is to get needed drugs to a population as quickly and efficiently as possible. A rule of thumb is one POD per 20,000+ individuals. Therefore, with UT Arlington population from 41,000 to 50,000 the UT Arlington closed POD is intended to only serve this specific population group and their dependents.

The call to activate the UT Arlington closed POD will come from the Tarrant County Public Health, Fort Worth, Texas. Activation will occur in response to an impending or actual outbreak of a public health emergency caused by one or more of the following agents:

- Pandemic influenza
- Anthrax
- Small pox
- Plague
- Tularemia

Should such an emergency occur, the principal concern is to immunize and/or treat the largest number of individuals in the shortest possible time. A network of public, private PODs throughout Tarrant County, Texas is intended to provide this capability, prevent illness, and save lives.

There is no standard formula for the composition or operation of a POD. Each organization structures its POD, the location, logistics and operations according to unique environmental capabilities and constraints. In the case of UT Arlington, the environment and availability of resources lend themselves to successful POD establishment. However, the fact that the campus is open to the community and the UT Arlington closed POD is intended to serve a specific population makes both security and crowd control significant planning issues.

The following sections outline composition, location, set-up, logistics, activation, patient flow, and operation of the UT Arlington closed POD. It is intended as an overview requiring specific duties and procedures to be developed by the various teams responsible for each task. This plan is a work in progress. It will require updating and clarification based on revised capabilities and new information received from exercises and a variety of other sources.

### II. EXPLANATION OF TERMS

#### A. Acronyms

EH&S	Environmental Health & Safety
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EOC	Emergency Operations Center
ICS	Incident Command System
ICP	Incident Command Post
POD	Point of Dispensing
PIO	Public Information Officer
RACES	Radio Amateur Civil Emergency Services
SOG	Standard Operating Guidelines
UT Arlington	University of Texas at Arlington

### III. ROLES & RESPONSIBILITIES

#### POD Manager

- Responsible for the command and control activities.
- Manages and controls the total operations of the facility.
- Ensures the POD functions at the highest level of efficiency with the given staff and supplies.
- Directly oversees the operations, logistics, planning, and administration by working closely with the section chiefs and coordinators for all shifts.
- Communicates/coordinates with the campus Emergency Operations Center (EOC).

#### Public Information Officer (PIO)

- Establishes and maintains a relationship with all stakeholders to provide information and receives information.
- Coordinates media activities and information releases with the campus EOC and the local EOC PIO and Tarrant County Public Health.

#### Safety & Security Officers

- Ensures the POD is free from health and safety hazards before, during, and after operations.
- Collaborates with the section chief(s) regarding the resolution of any safety issues.
- Determines primary and alternate locations for medication to be delivered, secures medications when delivered, secures POD exterior, secures POD interior, secures medication storage area and attends to crowd control and people movement through the POD.

#### Staging Area Manager

- Establishes a staging area in a parking lot in close proximity to the POD and coordinates shuttling of special needs populations and others as the need arises.
- Coordinates with safety & security officers to ensure a logical, smooth flow of traffic, parking, and shuttling in a safe and secure manner.

#### Operations Section

##### Chief

- Responsible for all clinical areas of the POD.
- Ensures the staff in the respective services fulfill the requirements of the standard operations guidelines (SOG) and is within their scope of practice and training. If staffing adjustments are needed, the plan or recommendations will be modified.
- Responsible for the supervision of staff involving the efficiency, effectiveness, coordination, and operational aspects of the dispensing site.
- Ensures staff has all equipment and supplies needed to carry out their function.
- Ensures that proper documentation is maintained for all activities.

##### Medical Section

Medical Screener Group:

- Patient services to include medical screening, triage, dispensing medication, patient education and exit monitor
- Ensures that all patients receive appropriate prescription for antibiotics as per treatment protocol.
- Ensures that all patients are referred for medical consultation or follow-up as per protocol.

Dispensing Group Supervisor

- Ensures that each patient is dispensed the correct drug and strength.
- Ensures that the medical consent form is filled out completely.
- Ensures each patient is dispensed the correct drug and strength by reviewing their sheets, and checking identifications.

Mental Health Group Supervisor

- Prepares the mental health interview area.
- Provides on-site counseling.
- Refers any patient needing a mental health referral and/or follow-up.

First-Aid Group Supervisor

- Provides on-site first-aid
- Identifies and refers any patient needing first-aid assistance.
- Coordinates the transport of any patients with the staging area manager.

Logistics section

Chief

- Organize and direct operations associated with maintenance of the physical environment
- Provides adequate levels of food, water, snacks, etc. for volunteers.
- Provides awnings, chairs, and tables for shelter.
- Develops on-site staff assignments and work schedules

Pharmacy Unit Leader

- Ensures the availability of emergency, incident specific, pharmaceutical, and pharmacy services.
- Supervises Pharmacists and pharmacy staff.
- Ensures that drug information sheets are available.

Pharmacy Staff

- Assists the pharmacy unit leader with medication preparation, including compounding pediatric doses (pharmacist).
- Ensures dispensing area is re-stocked as needed.

Communications Unit Leader

- Organizes and coordinates communications
- Acts as the custodian of all logged and documented communications.

Communications Office of Information Unit Leader

- Organizes and coordinates information technology communications.
- Acts as the custodian of all informational technology logged and documented communications.
- Ensures that systems are protected.

Planning Section

Chief

- Monitor the need for human resources to support the POD. Collects documentation of expenditures relevant to the emergency incident and received all documentation (unit logs, forms, etc.) from POD management and staff.

Volunteer Coordinator Group Supervisor

- Provides support to all sections needing volunteer support.
- Make sure staff has all equipment and supplies needed to carry out their function.

Greeter/Floater Unit Leader

- Assure that all persons entering the POD are welcomed and initially screened for obvious signs of illness and/or injury.
- Ensuring all identification is checked prior to picking up medications.

#### IV. LOCATION

For the location of the closed POD, please see Support Document 16, Location of Closed POD.

#### V. SET-UP

The UT Arlington closed POD will be divided into the following seven areas:

1. FORMS AREA

All individuals will be asked if the appropriate forms are completed prior to entering the building. Forms will be posted on the UT Arlington website to facilitate completion. Those with completed forms will proceed through the check points and then go to the Screening Area. Those without forms will receive a paper copy and be asked to proceed to the entry door.

2. ENTRY DOOR OF THE POD

Greeters will be stationed at the entry door to ensure that individuals have UT Arlington identification and that their forms are completed. A floater will be available to help individuals fill out paper work.

3. SCREENING AREA

Individuals will hand in the form(s). Once reviewed by the nursing staff, nurses will analyze the individual's information and will recommend medication based on algorithms, best practices and the individual's information. Special needs of any individual will be identified at the screening area. Individuals will then be directed to the Dispensing Area.

4. DISPENSING AREA

Medications are distributed in this area.

5. FIRST-AID AREA

For individuals who become ill while at the site (fainting, heart attack, emotional crisis, injuries, etc.) This area is not for individuals who show signs and symptoms of the disease.

6. MEDICATION STORAGE AREAS

The storage area is used for dry medications; the University Center kitchen for heat sensitive vaccines. Security will guard medications as an ongoing task (see Support Document 14, Drive-Thru Prophylaxis Logistical Support).

7. HOLDING AREA

This area is intended for patients requiring transportation for various reasons.



## VI. ACTIVATION

1. A call from the Tarrant County Public Health to UT Arlington Dispatch Center (817) 272-3003 emergency or (817) 272-3381 non-emergency number will initiate activation.
  - a. The calling tree, which details who should call whom, shall be used for notification of all staff and volunteers see Support Document 1, Call Tree.
  - b. Each group or individual is responsible for calling the next member in their calling tree. If the next member cannot be reached after a reasonable try, the caller skips him/her and calls the next member and so on.
  - c. The emergency management staff will update all phone numbers at least once a year or as changes occur.
  - d. In addition to a call for activation, team members will receive reporting instructions during the initial call.
2. After team members report to the location, each team is responsible for setting up their respective areas.
  - a. The section chief(s) and unit leaders will coordinate with University Center operations in requesting the required tables, chairs and other supplies and equipment.
  - b. A kit will be deployed by the logistic section chief from its storage located at the College Park Center storage area, Police Annex A, room A103. It will contain directional signs, office supplies, first aid equipment, forms, and other items as appropriate see Support Document 13, Kit Contents. Its location is College Park Center, 601 Spaniolo Drive, Room 0101..
  - c. Logistic section chief working with the communication unit leader will ensure that connectivity for phones and computers is available and will serve as main communication instrument.
  - d. Security will cordon off the University Center and establish pedestrian routes.
  - e. The Texas Department of State Health Services will deliver the medications to the location stated in Support Document 16, Location of Closed POD.
  - f. The incident command post (ICP) will be staged within the University Center.
3. Security escorts and University Center operations will be standing by to receive the POD vehicle. Dry medications are secured in a storage room, where as medications needing refrigeration are secured in refrigerators.
4. The PIO officer will issue campus-wide notification of medication availability as directed by the EOC/POD manager.
  - a. Before the public receives their medication, all volunteers and their family members will receive the medication.
  - b. Students will be asked to report to the site for medication distribution (alphabetically or by identification number).
  - c. Forms will be available on the UT Arlington website. Individuals will be instructed to download forms and complete them prior to arriving at the site in order to speed up the process.
  - d. All family members do not have to be present to receive medication. The UT Arlington student (18 or older), faculty or staff member will show their current UT Arlington identification and then they can pick up prophylactic medicines for themselves and family members. The individual receiving the medications must complete a patient Health

Screening Consent form and list each person on the form for whom he/she receives medications see Support Document 8, Tarrant County Health Screening Consent Form.

5. Administrative section chief will develop a shift schedule.
6. The site will operate in two 12-hour shifts, around the clock until the mission is complete. It is estimated that this may take three days.
7. A section chief briefing will occur daily, one hour prior to shift change. All section chiefs are required to attend.
8. Meetings will be held in the Connection Café. In addition, staff will eat in the Connection Café and use this facility for periodic breaks.

## **VII. PATIENT FLOW**

The floor plan and proposed flow diagram is outlined in Support Document 2, Floor Plan at University Center. The Forms Area is located outside the building. Patient flow is intended as a straight shot to avoid congestion. If the weather does not support lines forming outside, then the lines will be formed inside at appropriate areas to support an orderly flow of traffic. Security will ensure flow continues according to the diagram see Support Document 4, Dispensing Plan with Vehicles.

## **VIII. LOGISTICS**

The following equipment items will be pre-positioned and/or designated:

- 50 - 6 foot rectangle tables
- 100 - folding chairs
- Rope and directional signs
- Supply of required forms (POD kit)
- Office supplies (POD kit)
- Computers lines
- Landline phones
- 2 - bull horns
- 100 - N-95 respirators (POD kit)
- 10 - boxes of gloves of varying sizes (POD kit)
- First-aid supplies (Health Center)
- Signs
- Pallet jack for medication movement

## **IX. OPERATIONS**

The UT Arlington closed POD operates according to NIM S/ICS principles.

- a. Manager is responsible for the overall operation section.
- b. All operational decisions will follow chain of command.
- c. UT Arlington president or designee is responsible for the entire operation.

- d. Close coordination will occur through the Tarrant County Public Health Department (Alpha POD), UT Arlington closed POD and UT Arlington EOC.

## **X. ORIENTATION & TRAINING OF VOLUNTEERS**

- A. Pre-event preparation should include community-training opportunities for both professional and non-professional volunteers. UT Arlington will use appropriate media venues such as videos, community presentations, web-based instruction, and collaborative partnerships between organizations to provide the training.
- B. Staff briefing and just-in-time training should occur on-site by section chiefs or designee. Pre-planning will make this process effective and efficient. Suggested training materials may include educational videos, job action guidelines, agent specific information (e.g., fact sheets), samples of accurately completed forms, written scripts when applicable, and an organizational chart outlining the chain of command and communication flow.
- C. The staff should be clear about whom to report to regarding questions, see Support Document 6, Organizational Chart (IC Structure). The organizational chart should be clearly posted for staff to use as a reference tool.
- D. Training (pre-event or on-site) by the emergency management staff, Environmental Health & Safety (EH&S) and/or section chief(s) must include the use of personal protective equipment and relevant infection control measures, SOG, information on the agent and prophylaxis measures/standing orders, standard reporting procedures, response to outside requests for information, and patient confidentiality.
- E. Universal precautions should be routinely practiced by health care workers and volunteers, see references under F (below).
- F. Hand washing or waterless hand sanitizer use is paramount. Hazardous waste should be disposed of appropriately. For more information the EH&S website provides guidelines to waste removal <http://www.uta.edu/campus-ops/ehs/>. Other references that may help:
- <http://www.uta.edu/campus-ops/ehs/biological/docs/bio-waste-disposal.pdf>,
  - [http://www.uta.edu/campus-ops/ehs/biological/docs/SOP\\_bio-waste-removal.pdf](http://www.uta.edu/campus-ops/ehs/biological/docs/SOP_bio-waste-removal.pdf),
  - <http://www.uta.edu/campus-ops/ehs/chemical/docs/SOP-haz-waste.pdf>,

## **XI. RECEIPT OF MEDICINE & SUPPLIES**

- A. The POD must have the ability to maintain appropriately controlled temperature settings for medications/pharmaceuticals. The United States Pharmacopoeia defines as “the usual and customary working environment of 20° C to 25° C (68-77° F) that allows for brief deviations between 15° C and 30° C (59-86° F) that are experienced in pharmacies, hospitals, and warehouses.”
- B. When the site receives the medications and supplies from the state, the material must be formally accepted, and stored immediately by the logistic section chief.
- C. The received pharmaceuticals and supplies must be inventoried by the pharmacy unit leader and documented. Any discrepancies (excess/deficiency or wrong medications/supplies) between the order and delivery require the logistics section chief be notified in order to contact the Tarrant

County Public Health or Texas Department of State Health Services area coordinator for reconciliation.

- D. The delivery invoice is checked, signed off by the logistics section chief, and then copied by the appropriate person in logistics. This is then forwarded to the planning section for delivery to Tarrant County Public Health.
- E. POD delivery points should be designated and will not be clearly marked due to security issues. The medical distribution point of contact State Public Health, Strategic National Stockpile representative, or Tarrant County Public Health will have the address of the site delivery point(s).

## **XII. LABELING OF PRESCRIPTIONS**

Under the assumption that the Governor of Texas will declare a disaster, the Texas Disaster Act, Gov. Code 418, Section 418.016 states that the governor can suspend the provision of any regulatory statute or rules of a state agency if strict compliance would hinder or delay necessary action. This allows pharmacists to dispense medication without patient labels. Therefore, there will be no placement of patient labels on the bottles of medication. If labels are required, Tarrant County Public Health will provide the site with labels.

## **XIII. PATIENT HEALTH HISTORY/RELEASE OF INFORMATION**

- A. If software for patient health history and release forms can be burned on a CD-ROM disk, then several copies will be made and placed into the kit. It will include electronic versions of information for each drug and threat. A small amount of hard copies of the Patient Health Consent Form will be stored in the kit. Tarrant County will supply copies of the needed forms which will be delivered, if available, along with the medication.
- B. Any actual or probable contraindications to receiving prophylaxis or vaccine will be referred to on-site medical professionals for further assessment and resolution of outcome.
- C. An appropriate release of information must be signed for each adult/child who is a recipient of the medications/vaccine or their designee.
- D. UT Arlington corporate closed POD will forward data to Tarrant County Public Health for aggregate databases in accordance with established guidelines.

#### **XIV. TRACKING MEDICATION/VACCINE & RECIPIENTS**

- A. Name, address, date of birth, male/female, telephone number, and health history information must be obtained during registration or while the individual fills the information out on the website and prints it off.
- B. A family member picking up medications for other family members may not have all the information needed to accurately prescribe for each member (e.g., a child's weight, allergies to medication). If individuals do not have the information on each family member, they will not be allowed to enter the site or receive medication until the information is provided.
- C. UT Arlington forms, therefore, will be short, and simple. The forms will be available to people in line for a large-scale event.
  - 1. The UT Arlington dispensing site will have several copies of the standing orders for the specific bio-agent that includes guidelines for both adult and pediatric regimens.
  - 2. UT Arlington will establish procedures for consultation for those patients who have extensive questions for the pharmacist.

#### **XV. PUBLIC INFORMATION & RISK COMMUNICATION**

- A. During a large-scale emergency, UT Arlington will develop a health communications plan in conjunction with community officials and Tarrant County Public Health designed to inform and reassure the students and staff.
- B. Prepared messages and information materials will quickly be modified with incident specific facts and data.
- C. UT Arlington's health communications plan will include the following aspects:
  - 1. TV and radio public service announcements
  - 2. Informational materials
  - 3. Forms scripts
  - 4. Videos, if available, that the dispensing site will use to provide medications
- D. Methods for reproducing and disseminating informational materials during the emergency.
- E. Specific communication channels, partnerships, and staffing pools that support all of the health communications activities.
- F. Health communications information
  - 1. Posters and other appropriate media will have the agent and the threat to the public health.
    - a. If it is contagious?
    - b. Who should be concerned about exposure?
    - c. Who should seek prophylaxis at dispensing sites and who should seek treatment at treatment centers?

2. Informational media should contain directions to and information about dispensing site locations will be disseminated by the communications department.
    - a. When will operation start and what hours will the site be open?
    - b. Where is the nearest POD?
    - c. What is the best street access?
    - d. Where should the public park?
    - e. What is the best way to get to the site (walk, public transportation, drive)?
    - f. What is the dispensing process within the POD?
    - g. What types of identification are needed?
    - h. What information must be brought to pick up medications for other family members?
  3. For children: weight, age, health information, drug allergies, and current medications.
  4. For adults: health information, drug allergies, and current medications.
    - a. Information about the medication for the campus population will be received at the site:
      1. Reasons for using specific drugs or changing drug regimens
      2. Importance of taking all of the medication
      3. Danger of over medicating
      4. 24-hour information phone number for medication questions
      5. Medications are not intended for pets
- G. Who should go to the closed POD? Students, faculty staff, and UT Arlington volunteers.
- a. What they should have with them for entrance?
  - b. When they should arrive?
  - c. Where to park to limit transportation issues?
  - d. Where forms are available and how to fill them out?

<b>XVI. INFECTION CONTROL</b>
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- A. The UT Arlington campus will use infection control measures to prevent transmission to health care staff and close household contacts.
- B. If a client presents with symptoms, then they will be sent to a clinic or hospital. They will not be allowed to enter the site. The following steps should be taken to ensure the safety of other individuals at the closed POD:
  1. Separate from other clientele at entrance site or triage area.
  2. Clean or remove items handled by the sick client if appropriate.
  3. Notify UT Arlington EOC and staging area manager of needed transport.

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